## TABLE of CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Plan, Mission, &amp; Vision</td>
<td>3</td>
</tr>
<tr>
<td>Highlighted Events for 2012-2013</td>
<td>4</td>
</tr>
<tr>
<td>Library Assessment</td>
<td>7</td>
</tr>
<tr>
<td>Facilities and Their Use</td>
<td>9</td>
</tr>
<tr>
<td>Collections and Their Use</td>
<td>10</td>
</tr>
<tr>
<td>Electronic Resources</td>
<td>10</td>
</tr>
<tr>
<td>Periodicals</td>
<td>11</td>
</tr>
<tr>
<td>Print Resources</td>
<td>14</td>
</tr>
<tr>
<td>Information Literacy</td>
<td>15</td>
</tr>
<tr>
<td>Library Services</td>
<td>16</td>
</tr>
<tr>
<td>Research/Reference Help Desk</td>
<td>16</td>
</tr>
<tr>
<td>Information Commons</td>
<td>16</td>
</tr>
<tr>
<td>Technical Services and Library Systems</td>
<td>20</td>
</tr>
<tr>
<td>Outreach, Events, &amp; Partnerships</td>
<td>21</td>
</tr>
<tr>
<td>Special Collections</td>
<td>22</td>
</tr>
<tr>
<td>Special Initiatives</td>
<td>23</td>
</tr>
<tr>
<td>Professional Contributions</td>
<td>24</td>
</tr>
<tr>
<td>Appendices</td>
<td>29</td>
</tr>
</tbody>
</table>
STRATEGIC PLAN

The Rohrbach Library Strategic Plan for Fall 2012-Spring 2015 is available at:

MISSION STATEMENT

To facilitate academic research and lifelong learning by integrating information literacy and critical thinking processes into the curriculum through the selection and provision of high quality information resources, professional services, and technologies to our diverse community.

VISION STATEMENT

The Rohrbach Library aspires to be on the forefront within the PASSHE system, by providing transformative leadership through models of best practice for access, awareness, and utilization of information resources.
2012-2013 HIGHLIGHTS

Strategic Planning
This marks the third annual report produced by the Rohrbach Library and the first under the Library’s newest strategic plan. In recognition of the ever changing landscape in libraries, particularly the evolving technologies that are so essential to the effective 21st Century Library, the Strategic Planning Committee chose a three-year cycle for this plan. This new strategic plan is in alignment with the Association of College and Research Libraries (ACRL) guidelines and will guide the efforts of the Library through 2015.

The plan has five strategic initiatives: Library as Place, Information Literacy, Outreach, Electronic Resource Collections, and Digitization. This year progress was made in the following areas.

- **Initiative #1: Library as Place**
  The library should be an inviting, innovative, and inspiring space where students can learn and create. We are dedicated to providing flexible and technology-equipped areas in support of student success. To aid in planning for the more effective use of library space the Ewing Cole Consulting Firm was brought to campus. Representatives of the firm met with librarians and staff as well as administrators.

- **Initiative #2: Information Literacy (IL)**
  Information Literacy (IL) is an essential skill in this information age. The librarians coordinate their efforts to more effectively teach information literacy skills and explore ways to work with the KU community to more fully integrate information literacy into the curriculum. This year we continued to develop our core instruction plans (lesson plans) for many of the general education core classes and for capstone classes. As the University’s General Education Assessment Committee works on a university-wide curriculum map, Krista Prock, a member of the committee, lends her librarian expertise in identifying the links to IL within the KU curriculum.

Librarians continue to work on developing models that embed librarians in online learning.

- Librarians requested small contracts (1 hour/day for 25 days) to offer library services during Winter Session, and will work with administration to develop this service in the future.

- An Online Learning Task Force was established by the librarians to look into all of the resources and tools already available to online learners through the Library and to explore ways to make librarians and library resources even more accessible to KU’s online students.

- In Spring 2013, a successful effort was initiated to replace the Google box on the upgraded D2L course home page with an enhanced version of the EBSCO/Omnisearch box from the Library Homepage. The resources of the Library will now be readily available to all students from the home screen in their D2L courses.
**Initiative #3: Outreach**

Outreach to our user community is very important to us. To reach all members of that community, we actively use multiple formats for communicating, including printed materials, social media, and personal communication throughout the year. A new initiative under this strategic plan is the development of a student advisory group. We have made good progress towards this, and the Library Student Advisory Council will begin meeting in Fall 2013.

**Initiative #4: Electronic Resource Collections**

High-quality electronic resource collections are a must in today’s libraries. These collections support the educational and instructional needs of the KU community. An important key to the effective use of these collections is a discovery tool. We now have a fully-implemented discovery tool prominently placed on the Library’s homepage.

Effective management of these electronic collections is also vital. In an effort to efficiently manage our electronic resources we are investigating CORAL, an open-source ERMS (Electronic Resource Management System) from the Notre Dame University Libraries. A beta test of CORAL has been implemented and populated. Full implementation will occur after a pending final evaluation.

**Initiative #5: Digitization**

Digitizing collections is currently the most effective way to preserve and access learning objects, historical items, and scholarly work. This year, as we continue to develop and maintain a permanent digital repository for KU’s special collections and the scholarly works of our faculty, we configured an instance of Dspace on a library computer. The KLN is in the process of implementing Fedora, an open-source institutional repository system. The goal is to have it operational sometime during the Fall 2013 Semester. The library will continue experimenting with Dspace until Fedora is available through the KLN, at which point the collections will be moved over to that platform.

An important goal of this effort to establish an institutional repository is to offer a permanent solution for the storage of learning objects. As a test project, Dr. Donner (Anthropology Department) is allowing the Library to use his longitudinal ethnographic study. Experience gained through this test project will be useful as more information is added to the institutional repository.

In addition to scholarly work, the institutional repository will also provide secure, robust, virtual storage of historical information relating to Kutztown University and the local region. This year the Library was successful in its request for an LSTA grant to digitize the Kutztown Area Historical Society’s copy of the *Kutztown Journal* from 1870 to 1874.

Other Highlighted Accomplishments for 2012-2013

- The e-book collection transitioned from ebrary to EBSCO adding 20,000 new e-books while saving $19,000. Students and faculty now have access to 121,298 e-books, a 70% increase over last academic year.
- Patrons accessed almost 10,000 unique e-books titles.
- Over 1.3 million searches were conducted on library electronic resources, a similar number to last year despite a drop in enrollment.
- A Google Book search was added to 360 Link.
• A LibAnswers widget was added to EBSCO Discovery Service.
• The Groundhog Lodge collection of reel to reel audiotapes was digitized. These are historic recordings of people who spoke for the Groundhog Lodge Organization (1960s – 70s). Some talks are in PA Dutch.
• Interlibrary loans (ILL) increased 18% over last academic year.
• RAPID Book Chapter Lending Service was added, making the Rohrbach Library the first ILLiad library in the United States to offer this service to other libraries.
• ILL staff now scans items directly into ILLiad, eliminating one step in the lending process to make the service more efficient.
• The PA Documents Collection weeding project continues with over 2,000 documents deaccessioned.
• Older topographic maps continue to be weeded. A total of 2,247 maps were withdrawn during the 2012-2013 academic year.
• Academic department allocation budgets were prepared by the Acquisitions librarian and monitored by the assigned librarian liaison to the department.

READ Poster Campaign

The READ Poster Campaign marked its third year in Spring 2013 with a total of 95 new READ posters of classes, faculty, staff, students, and even the featured authors and illustrators who came to the Kutztown University Children’s Literature Conference in April.
LIBQUAL SURVEY

In Fall 2012 the Rohrbach Library participated in the LibQual survey of library user satisfaction. This was the 4th administration of the survey (other three occurring in '03, '06, '09) and the first time the “Lite” version of the survey was used. A total of 1776 members of the Kutztown University community participated.

LibQual measures three facets of library service:

- affect of service – responsiveness of library staff
- information control – available information resources
- library as place – space that inspires study and learning

In reviewing the results of the survey, the Assessment Committee determined that the library met the minimum expectations of KU community in all three areas. However, improvements are needed in order to approach the desired levels of service and of available information resources our faculty, staff, and students expect. Of particular concern were the survey responses to the questions about the dimension, library as place. With four years of longitudinal data, a downward trend is clearly visible. Comments offered by those taking the survey also reflect this dissatisfaction. Of the 651 comments nearly 29% commented on library spaces and the need to improve those spaces.

LibQual Core Questions Summary:
The radiograph gives results visually. Results of the responses to the core questions of the survey demonstrate a general satisfaction with the services offered by the Rohrbach Library but also identifies areas for improvement.

ARL CONFERENCE

Four members of the Rohrbach Library attended and presented at the 2012 Association of Research Libraries' Assessment Conference in October in Charlottesville, VA. This is an international conference that focuses on library assessment. The team presented information about the Library’s ROAR system for collecting statistics and our use of TracDat for recording the Library’s goals and progress. Representing Rohrbach and KU were: Ruth Perkins, Krista Prock, Dan Stafford, and Karen Wanamaker.
LIBRARY FACILITIES

LibQUAL

The LibQUAL Survey data revealed a significant downward trend in user satisfaction with library space. (See the Library Assessment section of this report.) The following factors may be contributing to this dissatisfaction.

1. The failure to improve the Access Services desk area into a true Information Commons. Two years ago we attempted to combine our Access Services Desk, Reference Desk and Technology Support Desk into a central Information Commons. These services were moved, but a make-shift area was implemented in hope that library renovations of the area would follow quickly. It is anticipated that this area will be redesigned through the Library Master Plan process.

2. Aging furniture and fewer seats. Poor quality furniture in general seating areas are being replaced as we proceed with the Library Master Plan process.

3. A perceived lack of computers.

4. Need to reconfigure study spaces to conform to student needs.

Library Consultants

- Ewing and Cole: In spring 2013, the Provost’s Office engaged the services of Ewing and Cole consultants to facilitate the creation of a Library Master Plan. The Kutztown University architect took part in the process, but discussions were not limited to physical space concerns. Rather, discussions involved all aspects of library administration and services. Library staff members participated in meetings with the consultants on February 5-6, 2013. The final report from Ewing and Cole was not available at the time that our annual report was finalized.

ELECTRONIC RESOURCES

Electronic Resources Highlights
- The Library now has access to 121,298 e-books, a 70% increase over last academic year.
- Almost 10,000 unique e-books titles were accessed by patrons.
- Over 1.3 million searches were conducted on library electronic resources, a similar number to last year despite a drop in enrollment.
- CORAL (open source ERMS from Notre Dame Libraries) was implemented and populated.
- The e-book collection was transitioned from ebrary to EBSCO, which added 20,000 new e-books and saved $19,000.
- A Google Book search was added to 360 Link.
- A LibAnswers widget was added to EDS.

A total of 1,355,163 searches were conducted on the library's electronic resources compared to 1,380,404 searches conducted last academic year. This is a 1.8% decrease in total searches. This decrease could be due to decreased enrollment at Kutztown University. (See Figure 1.)

Figure 1

Total Searches by Academic Year

<table>
<thead>
<tr>
<th>Academic Year</th>
<th># of Searches</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/09</td>
<td>1,065,873</td>
</tr>
<tr>
<td>09/10</td>
<td>1,108,888</td>
</tr>
<tr>
<td>10/11</td>
<td>1,563,890</td>
</tr>
<tr>
<td>11/12</td>
<td>1,380,404</td>
</tr>
<tr>
<td>12/13</td>
<td>1,355,163</td>
</tr>
</tbody>
</table>
Databases 2011-2012—Additions and Cancellations

The following new databases were added:
- *EBSCO Academic Collection* (e-books)
- PsycTESTS
- *BrainPOP*

The following databases were cancelled:
- *Ebrary*
- *New Palgrave Dictionary of Economics*
- *PQ Congressional*

E-books
The library has access to 122,298 e-book titles. This marks a 70% increase over last year. A total of 260,493 searches were conducted, and 9495 unique e-book titles were viewed by KU patrons.

<table>
<thead>
<tr>
<th>Year</th>
<th>Searches</th>
<th>Total Ebooks Viewed</th>
<th>Sessions</th>
<th>Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-12</td>
<td>17,626</td>
<td>2,883</td>
<td>64,641</td>
<td>77</td>
</tr>
<tr>
<td>2012-13</td>
<td>93,986</td>
<td>3,032</td>
<td>77,110</td>
<td>563</td>
</tr>
</tbody>
</table>

The Library did not renew its subscription to ebrary on Dec. 31, 2012. Instead, we replaced ebrary with EBSCO’s e-book collection. (See usage charts below.)

Electronic Subscriptions
The Library subscribes to a total of 72,353 journals electronically through 191 databases. This marks a 3% decrease over last academic year (74,469 titles). Of these titles, 54,775 (72%) are unique holdings. (See “Total E-Journal Subscriptions” chart on the next page.)
Print Subscriptions
The Library currently subscribes to 88 print subscriptions. This marks a 28% reduction over last year. Current periodical subscriptions (print):

<table>
<thead>
<tr>
<th></th>
<th>06/07</th>
<th>07/08</th>
<th>08/09</th>
<th>09/10</th>
<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bound</td>
<td>560</td>
<td>211</td>
<td>177</td>
<td>159</td>
<td>141</td>
<td>122</td>
<td>88</td>
</tr>
<tr>
<td>Periodical Volumes/Film/Fiche</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Bound Periodical Volumes/Film/Fiche
The department added the following items during the current academic year:

<table>
<thead>
<tr>
<th></th>
<th>09/10</th>
<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bound Volumes</td>
<td>97</td>
<td>196</td>
<td>104</td>
<td>327</td>
</tr>
<tr>
<td>Film</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Fiche</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Microcards</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The department withdrew the following items during the current academic year:

<table>
<thead>
<tr>
<th></th>
<th>09/10</th>
<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bound Volumes</td>
<td>850</td>
<td>147</td>
<td>1444</td>
<td>829</td>
</tr>
<tr>
<td>Film</td>
<td>210</td>
<td>31</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Fiche</td>
<td>4594</td>
<td>0</td>
<td>0</td>
<td>342</td>
</tr>
<tr>
<td>Microcards</td>
<td>1200</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Accomplishments
The bound volumes and fiche of publications we own electronically in the JSTOR database were withdrawn.
Interlibrary Loan (ILL)

During the 2012-13 Academic Year, the Library received 4,094 books and articles for KU patrons. This marks an 18% increase over last year. ILL sent out 3,850 books and articles to other libraries.

### Total # of Books/Articles Received

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Books/Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/09</td>
<td>3,500</td>
</tr>
<tr>
<td>09/10</td>
<td>3,600</td>
</tr>
<tr>
<td>10/11</td>
<td>3,300</td>
</tr>
<tr>
<td>11/12</td>
<td>3,200</td>
</tr>
<tr>
<td>12/13</td>
<td>3,400</td>
</tr>
</tbody>
</table>

**Total:** 4,094

### Total # of Books/Articles Sent

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Books/Articles</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/09</td>
<td>10,000</td>
</tr>
<tr>
<td>09/10</td>
<td>8,000</td>
</tr>
<tr>
<td>10/11</td>
<td>4,000</td>
</tr>
<tr>
<td>11/12</td>
<td>4,000</td>
</tr>
<tr>
<td>12/13</td>
<td>4,000</td>
</tr>
</tbody>
</table>

**Total:** 3,850

**ILLiad Amazon Service**

The ILLiad Amazon Service continues to be popular. This add-on to ILLiad allows the Library to purchase difficult-to-acquire or new books that faculty have requested through ILL for their scholarship. Faculty are allowed to check out the books for up to one year. After faculty are done using the books they are added to Rohrbach’s circulating collection.

### Books Ordered via ILLiad Amazon Service

<table>
<thead>
<tr>
<th>Year</th>
<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>49</td>
<td>118</td>
<td>59</td>
</tr>
</tbody>
</table>
Periodicals Accomplishments

- Borrowing materials for patrons increased 18% over last academic year, demonstrating what an invaluable service ILL is to our patrons.
- Joanne Bucks continues to receive rave reviews from faculty on her ability to meet their needs for often obscure materials.
- RAPID Book Chapter Lending was added, making Rohrbach the first ILLiad library in the United States to make this service available to other libraries.
- Discontinued outdated and unsupported Ariel service – ILL now scans items directly into ILLiad, eliminating one step in the lending process. For libraries without Odyssey (ILLiad’s article client), ILL added a scanning program to send directly via email.

PRINT RESOURCES

Highlights

- Continued to review and withdraw items from the PA Documents Collection. Over 2000 documents were deaccessioned from the collection.
- Prepared allocation budgets
  - Librarians monitored budgets for each academic department
  - Materials were ordered on behalf of departments as necessary
  - Annual review of continuation titles
- Continued to review older topographic maps: 2,247 maps were withdrawn during this academic year.

Circulation of Print Resources

![Book Circulation Graph]

Note: Full-text downloads for e-books are counted as circulation
INFORMATION LITERACY (IL)

IL Classes
Fall 2012: Student contact hours: 189.5
136 classes for the following courses:

<table>
<thead>
<tr>
<th>ARU 236</th>
<th>EDU 101</th>
<th>ENG 010</th>
<th>HIS 216</th>
<th>UST 001</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIO 244</td>
<td>EDU 500</td>
<td>ENG 022</td>
<td>HIS 378</td>
<td>WRI 100</td>
</tr>
<tr>
<td>BIO 270</td>
<td>EEU 205</td>
<td>ENG 023</td>
<td>ITC 321</td>
<td>WRI 205</td>
</tr>
<tr>
<td>BIO 380</td>
<td>EEU 220</td>
<td>ENG 105</td>
<td>LIB 211</td>
<td>WRI 207</td>
</tr>
<tr>
<td>COM 010</td>
<td>EEU 303</td>
<td>ENG 137</td>
<td>POL 381</td>
<td>WRI 216</td>
</tr>
<tr>
<td>CRJ 010</td>
<td>EEU 306</td>
<td>ENG 236</td>
<td>SPT 250</td>
<td></td>
</tr>
<tr>
<td>CRJ 362</td>
<td>EEU 309</td>
<td>ENG/WST 274</td>
<td>SPT 270</td>
<td></td>
</tr>
</tbody>
</table>

Spring 2013: Student contact hours: 145.5
97 classes for the following courses:

<table>
<thead>
<tr>
<th>ARU 235</th>
<th>COM 010</th>
<th>EEU 303</th>
<th>ENG 102</th>
<th>HIS 378</th>
<th>WRI 207</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARU 236</td>
<td>COM 101</td>
<td>EEU 306</td>
<td>ENG 234</td>
<td>ITC 321</td>
<td>WRI 211</td>
</tr>
<tr>
<td>AST 030</td>
<td>CRJ 362</td>
<td>EEU 309</td>
<td>ENV 100</td>
<td>SPT 270</td>
<td>WRI 216</td>
</tr>
<tr>
<td>BIO 270</td>
<td>EEU 205</td>
<td>ELU 321</td>
<td>HIS 204</td>
<td>SPU 316</td>
<td></td>
</tr>
<tr>
<td>BIO 380</td>
<td>EEU 220</td>
<td>ENG 023</td>
<td>HIS 261</td>
<td>WRI 205</td>
<td></td>
</tr>
</tbody>
</table>

Consultation Project
Students in Dr. Amy Lynch-Biniek’s ENG 023 classes again used consultations with librarians in lieu of a traditional IL class. Dr. Janet Chernekoff also used this method of research help in her courses in Spring 2013.
Information Literacy in the Residence Halls
In Fall 2012 five information literacy presentations were offered in Beck Hall as part of their First Year Experience program.

LibGuides
- LibGuides are online library guides created and maintained by the library faculty to provide a place to collect resources for a particular class, topic, or library event.
- They also provide access to videos and other online research guides and tools and act as an e-handout.
- As of April 2012, there are 225 guides, a growth of 21 since April 2012.
- During May 2012-April 2013 the LibGuides homepage (http://libguides.kutztown.edu) was visited 12,469 times and individual guides were visited 52,278 times. The individual guide visits are up from 43,343 last year (17%).
REFERENCE—RESEARCH HELP DESK

- The Rohrbach Library Research Help Desk is open 57 hours per week during the semester.
- The Rohrbach Library continues its association with the cooperative reference service AskHerePA by contributing five hours per week to this online chat initiative.
- Approximately 2,000 reference questions were answered during the 2012-2013 academic year. Most questions continue to be asked and answered in person. (See chart below)

How was the question asked?

- We need to investigate a better way to make sure all reference statistics are entered into our statistics collection page.
- We need to promote our online reference services: chat, email, text and our online FAQ page.

INFORMATION COMMONS

Maintenance of Collection:

- CDs, audiocassettes and VHS tapes were all relocated to more permanent locations in the library. For the first time, all audiovisual formats are open for browsing.
- Dissolved the inventory of Event Equipment reserved for Faculty and Campus Offices to use. Equipment and supplies were offered to campus offices and academic departments in July 2012. Remaining equipment was discarded.
• Processed 267 additions to the Folds and Gathers Series in the Dornish Collection. These are processed as artifacts and not sent to Technical Services. They are accessed through a Finding Aid in the Archives Finding Aids binder.
• Eliminated 3-day circulation of laptops because newly purchased laptops were to be in-house use only.
• Continued to circulate what is left of the audiovisual equipment collection that the students use for course assignments. Irreparably damaged equipment, equipment so old replacements parts are unavailable, or equipment that was simply worn out was discarded. There were no funds for replacement.
• Reduced the camcorder collection from 35 to 15 because of a lack of SD card technology and obsolete connectors that are not compatible with campus computers. This created issues with getting student video assessments off the camcorders and also created supply-and-demand issues when projects were assigned and due.
• Received 36 new Lenovo laptops and 36 new MacBooks for library use only.
• Continued to provide color printing and lamination for students. In October 2012, a BearBucks Cash Register was installed to track details of fines and fees, so statistics are only available for 6 months from the end of October 2012 to April 2013. Monies collected from printing and lamination go towards replacement cartridges for the color printer and replacement rolls of laminate, respectively. Funds accrued to replacement parts are used for lost or damaged parts on equipment loaned to students. The cost of replacement is determined through price quotes from the Office of Information Technology, and the parts are ordered when the student pays. (See Table 1 at right.)

• Important issue: The estimated life of the equipment collection is no more than two academic years. The Library needs to work with professors whose classes use this collection to give them time to change their curriculums.

Study Rooms:
• RL 2 and RL 3 were cleaned out and turned into group study rooms and placed on the Group Study Room Scheduler
• LibCal is now being used for online study room reservations. In the 2013 AY, 3,150 study rooms were booked compared to the 2012 AY when 716 study rooms were booked. This amounts to a 440% increase now that students can book online.

Student Assistants:
A significant cut to the student budget resulted in a 1,400 hour decrease of hours (from 6,100 hours in Spring 2012 to 4,700 hours in Fall 2012).
• No change in Spring 2013 and no projected change for Fall 2013. This includes a 40% decrease in Lead Student Hours, which must be covered by Library Staff.
• Shelf maintenance suffered.
• Shifting stopped.
• Between semesters and sessions, non-contract work of shelving and shelf maintenance is now being done entirely by Library Staff. They are to be commended for their dedication to the smooth running of

<table>
<thead>
<tr>
<th>Info Commons-Fines and Fees 10/2012 through 4/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Color Printing</td>
</tr>
<tr>
<td>Lamination</td>
</tr>
<tr>
<td>Lost Item Fees</td>
</tr>
<tr>
<td>Overdue Fines</td>
</tr>
<tr>
<td>Part Replacement</td>
</tr>
<tr>
<td>Printing</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>
this area of the Library. Library staff does not always assume student assistant work due to budget shortages. The Staff tasks usually accomplished in these time periods such as inventories and maintenance of equipment, and maintenance of the reserve collection is severely compromised.

<table>
<thead>
<tr>
<th>Types of Questions Asked</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSWD</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

- In Spring 2013, began to record statistics for the Tech Support Desk  (See chart below.)

Reserves:
- Reserves: 201 Physical Items added to Reserves, 80 removed.
- eReserves: 224 items added.
- Circulation of eReserves: 17,155. On-site reserves are included in general circulation statistic.

Green Team and Earth Day:
The Rohrbach Library Green Team participated in Kutztown University’s Earth Day celebration on April 18, 2013. Dawn Boody coordinated the Earth Day effort. Library resources, both print and video, related to conservation, alternative energy, recycling, etc. were gathered and displayed on a table outside on the Library lawn. A banner was hung on the table listing the following Green Team accomplishments.

- Motion Lights installed in study rooms
- More recycling containers added throughout building
- Shut down lab computers and lights between semesters
- Sealed exit doors to prevent heat loss
- Optimized printing to eliminate backgrounds in PowerPoint
- Email overdue notices to reduce paper use
- Reuse discarded printer paper in Tech Services Dept.
- Front doors no longer propped open
- Purchased resources about green energy

Two laptop computers were connected outside. One laptop was showing environmental DVDs to students that stopped by the table. The other laptop was used to charge out library resources to patrons by scanning their KU ID card.

Approximately 50 people stopped by the table between 10am and noon to ask questions and browse the material available. Eight items were charged out to patrons outside.
TECHNICAL SERVICES

- Purchased books, e-books, audiovisual materials, and curriculum materials at faculty request worth approximately $134,000
- Accepted 2,205 gift books and curriculum materials for inclusion in the Library’s collection
- Cataloged/processed more than 142,400 new titles, including more than 138,000 online titles
- Reclassified 4,130 titles
- Deleted and withdrew 94,388 physical and electronic titles
- Reclassified more than 10,000 titles in the children’s fiction and biography collections to reflect the classification schemes typical in K-12 libraries in cooperation with the Department of Library Science and Instructional Technology
- Updated our Voyager authority record file with Resource Description and Access (RDA) records and headings to keep it consistent with the new RDA cataloging standard

LIBRARY SYSTEMS

- Voyager 8.2.0 upgrade
- Patron data purge from Voyager Integrated Library System
HIGHLIGHTED EVENTS, EXHIBITS, & DISPLAYS
(listed chronologically)

- Fall KU Involvement Fair held in the Library in cooperation with the Office of Student Involvement
- Voting & Election campaign
- RL Open House
- Pride & Passion—national traveling exhibit at KU thanks to a grant from the National Endowment for the Humanities and the American Library Association. Pride & Passion included the traveling display as well as 5 speaker/workshop events.
- Art Walk—ASARO Exhibit
- Snapshot PA—a statewide library effort to show library usage and importance
- LibQual – Library Service Survey
- Climate Reality Project
- Chinese New Year event—This collaborative effort of several departments and offices across the campus saw an attendance of around 300 students, faculty, staff, and community members.
- Theron Cook – artist speaker and exhibit
- READ Posters
- Latinos Beyond Reel screening
- National Poetry Month
- National Library Week
- Table with library resources & displays for KU’s Earth Day celebration
The Dornish Collection

As The Dornish Collection grows, it is necessary to constantly shift and reorganize parts of the collection among its three locations: RL 208 (A & B), RL 104 (C through L), and RL 20 (Authors last names of M through Z). We relocated posters and non-print materials in this collection to a map case and drawers in RL 208-A and processed 267 additions to the Folds and Gathers Series.

Projects

Additional shelving was added to the University Archives, as was a map case. Items in the Archives (RL 208) were reorganized and shifted as a result. Items in the Rare Book and Archive book collections that were not in the library catalog were sent to Technical Services for cataloging and processing. This was a major project, and a significant number of books are in the process of being cataloged. Each book in these collections was evaluated for mending and repair, and the mending process continues as current resources allow.

The work to digitize significant collections continues:
- Kutztown Patriot. 8,530 items added to collection.
- 470 items added to Kutztown Books in CONTENTdm, including Beacon on the Hill, and Ermentrout’s History of Kutztown and Maxatawny.
- Kutztown Journal: 800 items added.
- Lantern Slides: 502 cleaned, preserved, scanned, and image enhanced in Photoshop by student assistant and prepared for uploading in CONTENTdm.
- Benchmarked, tested, and developed project criteria for uploading early Keystonia to CONTENTdm.
- LSTA grant ($1,443.00) for the Kutztown Journal, a new project in CONTENTdm.
- Digitized Groundhog Lodge collection of reel to reel audiotapes – historic recordings of people who spoke for the Groundhog Lodge Organization (1960s – 70s). Some talks are in PA Dutch.

Class of 1910 Photograph: In Fall 2012, Jeffrey and Lisa Edinger-Graves of Virginia Beach, Virginia, donated the class photograph for the Keystone Normal School Class of 1910 to the Rohrbach Library. Paul Edinger, Class of 1910, was Lisa’s grandfather. She found the portrait in her grandfather’s house as they were preparing it for sale. Because the first yearbook (class book) for the Keystone State Normal School started in 1911, this photograph (with an index of the class on the back) will represent the only photographic record of the Class of 1910 in the Kutztown University Archives.

Susan Czerny (left) poses with Lisa Edinger-Graves and her husband Jeffrey as they donate the photograph of the Keystone Normal School Class of 1910.
MAJOR GIFTS

- The Library added over 650 books and curriculum materials in the field of primary education to its collection from items donated by alumna Mary Knolle.
- The Library added over 160 books on watercolor and other art techniques to its collection from items donated from the estate of alumna Emmaline Marsteller Ottinger by her daughters, Linda Trexler and Susan Kawtoski.

INSTITUTIONAL REPOSITORY

An instance of Dspace was configured on a library computer. The KLN is implementing Fedora, an open-source Institutional Repository system with possibly an EDS front-end on an undetermined timeline. The Library will continue the Dspace account until Fedora is available through the KLN. A possible plan for the future would be to use Dspace, (and migrate to fedora if the KLN develops and supports that platform) for a KU Institutional Repository and ContentDM for non-KU, highly visual objects. There is a possibility that EBSCO Discovery Service (EDS) could be used as a front-end for these various platforms, but many questions remain. A grant proposal is planned for Fall 2013 to help support this project.
PROFESSIONAL CONTRIBUTIONS

Publications


Presentations


Grants

• Czerny, Susan and Bob Flatley, $1,443 Library Services and Technology Act Grant (federal), administered by the Office of Commonwealth Libraries, PA Dept of Education. Grant to digitize the historical issues of the Kutztown Journal newspaper, 2012-2013.

Continuing Professional Education


Book Reviews
- Wanamaker, Karen. The following book reviews were submitted through Kutztown University’s Department of Library Science and Instructional Technology for publication in the *Children’s Literature Comprehensive Database*.
  - *Zoe Gets Ready* by Bethanie Deeney Murguia
  - *Wonderstruck* by Brian Selznick
  - *Today on Election Day* by Catherin Stier
  - *The Jungle Run* by Tony Mitton
  - *The Night Before Christmas Deep Under the Sea* by Kathie Kelleher
  - *Apples A to Z* by Margaret McNamara
  - *Will Princess Isabel Ever Say Please?* by Steve Metzger
  - *Titanic: Voices from the Disaster* by Deborah Hopkinson

Conference Attendance
  - Attended by Michael Weber
  - Attended by Ruth Perkins, Krista Prock, Karen Wanamaker
- 2012 KLN Catalogers/Archivists Meeting, Nov. 1-2, 2012, Clarion, PA
  - Attended by Michael Weber
- Kutztown University General Education & Assessment Workshop, Kutztown University, Kutztown, PA, January 24, 2013
  - Attended by Krista Prock
  - Attended by Bruce Gottschall
- ACLCP Spring Meeting “Unbundled and Rebooted/Service and Stewardship in a Digital Age” Mar. 15, 2013
  - Attended by Krista Prock and Michael Weber
  - Attended by Susan Czerny, Bruce Gottschall, Sylvia Pham, Dan Stafford, Michael Weber.
- Association of College and Research Libraries 16th National Conference, Indianapolis, IN April 10-13, 2013
  - Attended by Bruce Gottschall
- Association of College and Research Libraries, Delaware Valley Chapter Spring Program – “Leading Academic Libraries to Excellence” – Howard Gittis Student Center, Temple University, April 19, 2013
  - Attended by Krista Prock
  - Attended by Ruth Perkins

Service on PASSHE/SSHELCO/KLN/ACLCP Committees
- B. Flatley
  - Keystone Library Network Electronic Resources Committee
- B. Gottschall
  - Keystone Library Network (KLN) Council
  - Keystone Library Network (KLN) PILOT Committee
• K. Wanamaker
  • Keystone Library Network LibQUAL Campus Coordinator for Kutztown University

Service on University Committees
• S. Czerny
  • University Curriculum Committee (Secretary)
  • University Calendar Committee
  • University Library Committee
• R. Flatley
  • Electronic & Information Technology Access Task Force
• B. Gottschall
  • Commission on Human Diversity
  • Chairnet
• B. Jensen
  • Commission on Human Diversity
  • KU Programmers’ Council
  • Electronic & Information Technology Access Task Force
• R. Perkins
  • APSCUF
    • Representative Council
      • Grievance Committee (chair)
      • Meet & Discuss
• S. Pham
  • CET Advisory Board
  • Evaluation Subcommittee for Department of Academic Enrichment
• K. Prock
  • General Education Assessment Committee (Secretary)
  • KU Commission on the Status of Women (Secretary)
• S. Steely
  • Enrollment Management Committee
• K. Wanamaker
  • KU Programmer’s Council
  • KU Children’s Literature Conference Planning Committee
  • Evaluation Subcommittee for Department of Academic Enrichment (Chair)
  • Chinese New Year Planning Committee
• M. Weber
  • Academic Technology Committee
  • Served as Department Chair for the Department of Academic Enrichment’s Evaluation process
  • Chinese New Year Planning Committee, Chair

Service on Library Committees
• Assessment Committee
  • Ruth Perkins*
  • Krista Prock*
• Stephanie Steely (spring semester)
• Karen Wanamaker*
• Michael Weber (spring semester)
* also served on LibQUAL Planning Committee for KU

• Electronic Resources Committee
  • Bob Flatley, chair
  • Susan Czerny
  • Ruth Perkins
  • Sylvia Pham
  • Krista Prock
  • Stephanie Steely

• Green Team
  • Dawn Boody, chair
  • Lynette Breininger
  • Bob Flatley
  • Bruce Jensen
  • Dan Stafford
  • Donna Trabosh
  • Karen Wanamaker
  • Rhonda York

• Institutional Repository Committee
  • Susan Czerny, chair fall semester
  • Robert Flatley, chair spring semester
  • Bruce Jensen
  • Sylvia Pham
  • Dan Stafford
  • Mike Weber

• Safety Committee
  • Sylvia Pham, co-chair
  • Donna Trabosh, co-chair
  • Dawn Boody
  • Denise Moll
  • Dan Stafford
  • Richard Pugliese

• Strategic Planning Committee
  • Susan Czerny, chair
  • Bob Flatley
  • Roseanne Perkins
  • Krista Prock
  • Stephanie Steely (fall semester)

• Voices and Choices Committee
  • B. Jensen (co-chair)
  • Sylvia Pham (co-chair)
  • Karen Wanamaker
  • Rhonda York
Courses Taught
Susan Czerny: LIB 313/513 Organization of Material for the Library Science and Instructional Technology Department, Summer Session 2. The course is 100% online and taught through D2L.

Service to Professional Organizations/Editorships
• B. Flatley
  • Serves on Editorial Board of *Current Studies in Librarianship*
  • Serves on Editorial Board of *Pennsylvania Libraries: Research & Practice*
• R. Perkins
  • President, Berks County Public Library System Board
• S. Steely
  • Hawk Mountain Sanctuary Library Consultant

Service to the Library Faculty Department (elected positions)
• Library Faculty Chair: Bruce Gottschall
• Library Faculty Secretary: Sylvia Pham
• Library Faculty Parliamentarian: Michael Weber
• Evaluation Subcommittee
  • Ruth Perkins
  • Sylvia Pham (third person for two people)
  • Karen Wanamaker, chair
  • Mike Weber (alternate and third person)
• Online Learning Task Force
  • Susan Czerny
  • Robert Flatley
  • Bruce Gottschall
  • Bruce Jensen
  • Ruth Perkins
  • Sylvia Pham
• Tenure Subcommittee
  • Susan Czerny
  • Robert Flatley, chair
  • Sylvia Pham

Library faculty serving as supervisors to interns
• S. Czerny
  • Devin Gibson, 100-hour internship
  • Sara Forenza, 100-hour internship
• K. Wanamaker
  • Lisa Breininger, 300-hour internship
  • Taylor Dugan, 300-hour internship

Library faculty serving as supervisors to student groups
• K. Wanamaker as co-advisor to Alpha Beta Alpha Library Science Fraternity
APPENDIX I - LIBRARY PERSONNEL

Library Faculty
- Susan G. Czerny, Assistant Professor; Distance Education Librarian/University Archivist; B.S., Kutztown University; M.S., Drexel University; M.S.Ed., Lehigh University (Tenured).
- Robert K. Flatley, Associate Professor; Coordinator of Electronic Resources, Interlibrary Loan and Periodicals Department; A.A., Harrisburg Area Community College; B.A., Dickinson College; M.S.L.S., Clarion University of Pennsylvania; M.L.A., Lock Haven University of Pennsylvania (Tenured).
- Bruce D. Gottschall, Assistant Professor; Information Systems Librarian; B.A., Gettysburg College; M.A., The University of Arizona (Tenured) (Department Chair).
- R. Bruce Jensen, Assistant Professor; Information Commons, Web, and Multicultural Support Librarian; B.A., University of Washington; M.A., Northern Arizona University; M.L.I.S., University of California, Los Angeles (Tenure Track).
- Ruth M. Perkins, Assistant Professor; Coordinator of Reference and Instruction Services; B.A., Immaculata College; M.S.L.S., The Catholic University of America; M.B.A., Alvernia College (Tenured).
- Sylvia L. Pham, Assistant Professor; Reference/Faculty Research Librarian; B.A., Caldwell College; M.L.S., Rutgers University; M.L.A., Lock Haven University of Pennsylvania (Tenured).
- Krista E. Prock, Assistant Professor; Instruction/Reference Librarian; B.S., Pennsylvania State University; M.L.I.S., University of Pittsburgh; M.Ed., Lock Haven University of Pennsylvania (Tenured).
- Stephanie A. Steely, Assistant Professor; Coordinator of Technical Services and Collection Development; B.A., Kutztown University; M.A., Duquesne University; M.S., Drexel University (Tenured).
- Karen J. Wanamaker, Assistant Professor; Outreach Librarian; B.S., Indiana University of Pennsylvania; M.S.L.S., Clarion University of Pennsylvania; M.Ed., Lock Haven University of Pennsylvania (Tenured).
- Michael A. Weber, Associate Professor; Technical Services Librarian; B.A., Gettysburg College; M.S., University of Georgia; M.Ln. (Master of Librarianship), Emory University (Tenured).

Library Staff
- Dawn Boody, Information Commons Technician.
- Joanne K. Bucks, Library Technician, Interlibrary Loan & Periodicals Department.
- Eileen L. Dailey, Library Technician, Access Services; B.A., Kutztown University.
- Miguel A. Nieves, Library Technician, Access Services; B.A., University of Puerto Rico.
- Daniel Stafford, Library Technician, ER & Periodicals Department; B.S., Indiana University of Pennsylvania; M.S., Kutztown University of Pennsylvania; M.S.L.S., Clarion University of Pennsylvania (May 2013).
- Donna J. Trabosh, Administrative Assistant to the Dean of Library Services.
Rohrbach Library Graduate Assistant
- Katrina Wehr Fall 2012—Spring 2013 (will return for Fall 2013)

Student Interns
- Lisa Breininger—300 hours, from Department of English Professional Writing
- Taylor Dugan—300 hours, from Department of English Professional Writing
- Sara Fiorenza—100 hours, from Department of Library Science and Instructional Technology
- Devin Gibson—100 hours, from Department of Library Science and Instructional Technology

Student Assistants

Interlibrary Loan Department:
- Fall 2012—5
- Spring 2013—6

Reference:
- Fall 2012—1
- Spring 2013—1

Technical Services:
- Fall 2012—1
- Spring 2013—1

Voices and Choices
- Fall 2012—0
- Spring 2013—0

Information Commons:
- IC Desk:
  - Fall 2012—15
  - Spring 2013—16
- CMC
  - Fall 2012—1
  - Spring 2013—1
- Digitization
  - Fall 2012—2
  - Spring 2013—2
- Tech Fall
  - Fall 2012—7
  - Spring 2013—7

Dean’s Office:
- Fall 2012—2
- Spring 2013—2
### APPENDIX II—Technical Services Statistics

#### Growth by Collection
- Archives: 1
- AV/Media: 347
- CMC: 772
- Desk Copy: 14
- Dornish: 1403
- LibSci: 467
- MainCirc: 1137
- Maps: 11
- E-Resources: 12153
- E-Books: 126003
- Rare books: 11
- Reference: 159
- Web pages: 1
- Total New Items: 142479

#### Growth by Format
- AV/Media: 372
- Continuations: 157
- Computer Resources: 0
- Maps: 11
- Mixed Materials: 3
- Monographs: 3779
- Online Resources: 138156
- Web pages: 1
- Total Items by format: 142479

#### Reclassified Items
- 4130

#### Database Mgt.-Total
- Deleted item: 94388
- Deleted record: 91644
- Link: 14705
- QCP: 0
- Updates/Edits: 73

#### Processing Details
- Dust jackets: 752
- Gifts: 2205
- Paperback bindery: 184
- Rebinding: 344
- Suppl/Updates: 953
- Hawk Mountain: 170
- Rental volumes: 97

#### Books Withdrawn By Call Number

<table>
<thead>
<tr>
<th>Dewey Class</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>33</td>
</tr>
<tr>
<td>100</td>
<td>1</td>
</tr>
<tr>
<td>200</td>
<td>3</td>
</tr>
<tr>
<td>300</td>
<td>41</td>
</tr>
<tr>
<td>400</td>
<td>2</td>
</tr>
<tr>
<td>500</td>
<td>1</td>
</tr>
<tr>
<td>600</td>
<td>2</td>
</tr>
<tr>
<td>700</td>
<td>34</td>
</tr>
<tr>
<td>800</td>
<td>37</td>
</tr>
<tr>
<td>900</td>
<td>1302</td>
</tr>
<tr>
<td>Total</td>
<td>1456</td>
</tr>
</tbody>
</table>

#### Year-to-Date Totals
- 542

#### Dewey Class

<table>
<thead>
<tr>
<th>Dewey Class</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>33</td>
</tr>
<tr>
<td>100</td>
<td>1</td>
</tr>
<tr>
<td>200</td>
<td>3</td>
</tr>
<tr>
<td>300</td>
<td>41</td>
</tr>
<tr>
<td>400</td>
<td>2</td>
</tr>
<tr>
<td>500</td>
<td>1</td>
</tr>
<tr>
<td>600</td>
<td>2</td>
</tr>
<tr>
<td>700</td>
<td>34</td>
</tr>
<tr>
<td>800</td>
<td>37</td>
</tr>
<tr>
<td>900</td>
<td>1302</td>
</tr>
<tr>
<td>Total</td>
<td>1456</td>
</tr>
</tbody>
</table>

#### Location

<table>
<thead>
<tr>
<th>Location</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>AV Audiocassette</td>
<td>0</td>
</tr>
<tr>
<td>AV Compact Disc</td>
<td>0</td>
</tr>
<tr>
<td>AV Computer Disks</td>
<td>0</td>
</tr>
<tr>
<td>AV DVD Disc</td>
<td>9</td>
</tr>
<tr>
<td>AV Kit</td>
<td>0</td>
</tr>
<tr>
<td>AV Slides</td>
<td>0</td>
</tr>
<tr>
<td>AV Videodisc</td>
<td>0</td>
</tr>
<tr>
<td>AV Videotape</td>
<td>955</td>
</tr>
<tr>
<td>LibSci/Biography</td>
<td>0</td>
</tr>
<tr>
<td>LibSci/Easy</td>
<td>3</td>
</tr>
<tr>
<td>LibSci/Fiction</td>
<td>0</td>
</tr>
<tr>
<td>Maps</td>
<td>2247</td>
</tr>
<tr>
<td>E-Resources</td>
<td>8598</td>
</tr>
<tr>
<td>E-Books</td>
<td>80693</td>
</tr>
<tr>
<td>PADocs</td>
<td>2055</td>
</tr>
<tr>
<td>Other</td>
<td>77</td>
</tr>
<tr>
<td>Total</td>
<td>94637</td>
</tr>
</tbody>
</table>

#### Other Withdrawn Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>AV Audio Cassette</td>
<td>0</td>
</tr>
<tr>
<td>AV Compact Disc</td>
<td>0</td>
</tr>
<tr>
<td>AV Computer Disks</td>
<td>0</td>
</tr>
<tr>
<td>AV DVD</td>
<td>9</td>
</tr>
<tr>
<td>AV Kit</td>
<td>0</td>
</tr>
<tr>
<td>AV Slides</td>
<td>0</td>
</tr>
<tr>
<td>AV Videodisc</td>
<td>0</td>
</tr>
<tr>
<td>AV Videotape</td>
<td>955</td>
</tr>
<tr>
<td>LibSci/Biography</td>
<td>0</td>
</tr>
<tr>
<td>LibSci/Easy</td>
<td>3</td>
</tr>
<tr>
<td>LibSci/Fiction</td>
<td>0</td>
</tr>
<tr>
<td>Maps</td>
<td>2247</td>
</tr>
<tr>
<td>E-Resources</td>
<td>8598</td>
</tr>
<tr>
<td>E-Books</td>
<td>80693</td>
</tr>
<tr>
<td>PADocs</td>
<td>2055</td>
</tr>
<tr>
<td>Other</td>
<td>77</td>
</tr>
<tr>
<td>Total</td>
<td>94637</td>
</tr>
</tbody>
</table>

#### Other Withdrawn Items

| Year-to-Date Totals | 94637 |
Rohrbach Library
15200 Kutztown Road, Bldg. 5
Kutztown University of Pennsylvania
Kutztown, PA 19530
Phone: 610-683-4480
Website: http://www.kutztown.edu/library
Blog: http://rohrbachlibrary.wordpress.com
Facebook Page: Rohrbach Library
Twitter: @rohrbachlibrary and @elusiveseacow
Flickr: http://www.flickr.com/photos/rohrbachlibrary

Scan the code below to access the Rohrbach Library website